

BAHAA IZRAFIL

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Fresh graduate Economics major with a proven track record of success in developing social media plans, creating original content for various social media platforms, and managing social media content, my online presence, Instagram: @trekne_ehlam. Experienced in marketing, customer service, content creation, and telesales. Seeking a job that will help me develop professional skills.

WORK EXPERIENCE

AUGUST 2022-PRESENT

PRODUCT DEVELOPER, WORKFORCE DEVELOPMENT SOLUTIONS(CHICAGO, ILLINOIS US, REMOTE)

- Manage the process of developing products.
- Implement a marketing strategy roadmap for the product.
- Researching and developing new production processes.
- Collection and analysis of the data.

AUGUST 2022-PRESENT

BANK CUSTOMER REPRESENTATIVE, AL-MAWARED BANK (LEBANON)

- Processing payments from customers using ATMs
- Providing information about bank products and services to potential clients
- Processing account transactions such as deposits, withdrawals, or loan payments on behalf of customers

FEB-MARCH 2022

MARKETING AND SALES INTERN, IFORTIS WORLDWIDE(REMOTE)

- Presenting data
- Searching and presenting client information
- Creating reports

SEPTEMBER 2021

TELE SALES, EXCLUSIVE MANAGEMENT(BEIRUT-LEBANON)

- Assisting in resolving customer complaints
- Working in a call center
- Selling services via phone calls
- Communicating with new people every day at work
- Updating customer details

EDUCATION

JANUARY 2022-PRESENT

M1 ECONOMICS, LEBANESE UNIVERSITY

JANUARY 2022

BACHELOR'S DEGREE IN ECONOMICS, LEBANESE UNIVERSITY

SKILLS

<ul style="list-style-type: none">● Active listening● Social Media Marketing● MS Office (Excel, Word, PowerPoint...)	<ul style="list-style-type: none">● Teamwork and Collaboration● Excellent organization● Patience
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CERTIFICATES

- Internship Completion Certificate Marketing and Sales from IFORTIS WORLDWIDE(11 March 2022)
- The Fundamentals Of Digital Marketing From Google Learning (28 Feb 2022)
- Online Marketing (4 June 2021 – Centre Mine LU)
- Tafawoq Program-Swiss contact and the Nawaya Network (28 Dec 2021)

REFERENCES

- Nada Khaddage Soboh: Trainer-Nawaya Network Nada.khadagge@gmail.com
+961 3 926 672
- Nabil Bou Nasreddin: Professor-Lebanese University nabilbounasreddine@yahoo.com
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LANGUAGES

- English (Fluent)
- Arabic (Native)
- French(Basic)